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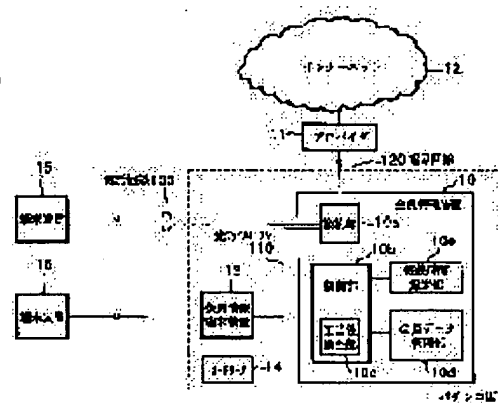
(54) CUSTOMER SERVICE SYSTEM

(57)Abstract:

PROBLEM TO BE SOLVED: To improve customer attracting power of a game hall, by providing a terminal device with an internet communication means and connecting the terminal device to the internet by an internet connection request for a time corresponding to application points of a member.

SOLUTION: Application points of a member of a Pachinko hall are retained in a member management device 10. An internet connection service is offered corresponding to application points of each member based on each member's internet connection request from terminal devices 15, 16 or a member information terminal device 13 in the Pachinko hall. That is, An internet connectable time corresponding to each member's application points is calculated and the terminal devices 15, 16 or the member information terminal device 13 is switched to the internet to offer the internet service.

Thus an internet surfen', a service with high added value, is offered to a member with high application degree to enable to improve the customer collecting power.



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CLAIMS

[Claim(s)]

[Claim 1] In the customer service system which manages a user's utilization mark registered as a member for every member, and provides each member with the service corresponding to the managed utilization mark When an Internet connectivity demand is received from the terminal unit which has means of communications with the Internet, and said terminal unit The customer service system characterized by providing the customer management equipment which connects said terminal unit to the Internet between the Internet connectivity time amount which calculated and calculated Internet connectivity time amount based on the utilization mark of the member who operates this terminal unit.

[Claim 2] A storage means by which said customer management equipment memorizes each member's utilization mark for every member, A reception means to receive the Internet connectivity demand from said terminal unit, A calculation means to calculate the Internet connectivity time amount corresponding to ejection and the taken-out utilization mark for the utilization mark of the member who operates said terminal unit from said storage means, The customer service system according to claim 1 characterized by providing the connecting means which connects said terminal unit and Internet between the Internet connectivity time amount which said calculation means calculated.

[Claim 3] Said storage means is a customer service system according to claim 2 characterized by matching said member's personal identification number and utilization mark with each member's member number, and memorizing them.

[Claim 4] It is the customer service system according to claim 3 characterized by for said terminal unit to transmit the personal identification number which a member's member number and this member inputted, to perform an Internet connectivity demand, and for said customer management equipment to collate the member number and the personal identification number which are memorized for the member number which said reception means received and said personal identification number, and said storage means, and to provide further a verification means verify the justification of this Internet connectivity demand.

[Claim 5] The card reader which reads the member card with which said terminal unit has said member's member number, An actuation means to perform selection actuation and the personal identification number input of the display screen, and a display means to perform the display corresponding to the selection actuation by said actuation means, A connection-request means to transmit the personal identification number inputted by the member number which said card reader read, and said actuation means, and to perform an Internet connectivity demand, The customer service system according to claim 4 characterized by being arranged on the inside of a shop which possesses the means of communications which communicates with said Internet, and said member uses.

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DETAILED DESCRIPTION

[Detailed Description of the Invention]

[0001]

[Field of the Invention] This invention manages a user's utilization mark registered as a member for every member, and relates to the customer service system which offers an Internet access service to each member of game stores, such as a pachinko parlor, especially about the customer service system which provides each member with the service corresponding to the managed utilization mark.

[0002]

[Description of the Prior Art] Conventionally, in game stores, such as a pachinko parlor, he is registered into the computer, using a game person with an application as a member, and various communications services etc. are performed to each member who registered in many cases.

[0003] A member card is given to a game person with an application, it registers with member management equipment as a member, and, specifically, the number of balls saved, the count of coming to the store, the consumption amount of money, etc. are managed for every member in this game store.

[0004] For example, since the saved-balls management equipment in the game system constituted so that a game medium might be pulled out from a self account and a game might be played on a game base is indicated by JP, 7-51458, A while depositing in an account the game medium which the game person who has an account gained, to it, the number of balls saved for every member is managed using this conventional technique.

[0005] And to each member who registered with the above-mentioned member management equipment, by performing communications service, it raises and has a member's added value and the draw is heightened.

[0006] For example, the onerous information for members with which a game person is provided is memorized, and since the game information offer equipment constituted so that the onerous information for members might be offered to this member is indicated by JP, 7-275479, A when a game person is the member, communications service to a member is performed to it using this conventional technique.

[0007] Thus, the information offer equipment which performs the member management equipment and communications service which perform this customer management has played the very important role, when heightening the draw in a game store.

[0008]

[Problem(s) to be Solved by the Invention] However, if attractive communications service cannot be carried out to a member even if it uses these conventional techniques, it becomes the cause by which a member's added value falls and the customer suction force of a game store declines.

[0009] In these days which the game store which introduces this member management equipment and information offer equipment especially increased, if can continue information more valuable than a contention store and it cannot be offered, reduction in a member will be caused.

[0010] For this reason, a member is provided not with a short period but with continuously valuable information how, and it has been a very important technical problem whether a member's added value is raised.

[0011] By the way, the Internet (INTERNET) which can gather information from the whole world through WWW (World Wide Web), an electronic mail (E-mail), and NetNews (Netnews) is in the limelight with the spread of the latest personal computers.

[0012] If WWW which is the communication tool which makes the basis of the Internet especially is used, since Internet surfing which wanders around the homepage on the Internet can be performed, utility value is very large.

[0013] For this reason, if this Internet access service can be connected to the added value of the member of a game store, a member is provided with continuously valuable information, it has it, and improvement in added value of a member can be aimed at.

[0014] Then, it aims at offering the customer service system which can heighten the customer suction force of a game

store by solving the above-mentioned technical problem and connecting an Internet access service with this invention to the added value as a member of a game store.

[0015]

[Means for Solving the Problem] In the customer service system which the 1st invention manages a user's utilization mark registered as a member for every member, and provides each member with the service corresponding to the managed utilization mark in order to attain the above-mentioned object When an Internet connectivity demand is received from the terminal unit which has means of communications with the Internet, and said terminal unit It is characterized by providing the customer management equipment which connects said terminal unit to the Internet between the Internet connectivity time amount which calculated and calculated Internet connectivity time amount based on the utilization mark of the member who operates this terminal unit.

[0016] Moreover, a storage means by which, as for the 2nd invention, said customer management equipment memorizes each member's utilization mark for every member, A reception means to receive the Internet connectivity demand from said terminal unit, A calculation means to calculate the Internet connectivity time amount corresponding to ejection and the taken-out utilization mark for the utilization mark of the member who operates said terminal unit from said storage means, It is characterized by providing the connecting means which connects said terminal unit and Internet between the Internet connectivity time amount which said calculation means calculated.

[0017] Moreover, said storage means is characterized by what the 3rd invention matches said member's personal identification number and utilization mark with each member's member number, and memorizes.

[0018] Moreover, it is characterized by for the 4th invention to transmit the personal identification number into which a member's member number and this member inputted said terminal unit, to perform an Internet connectivity demand, and for said customer management equipment to collate the member number and the personal identification number which are memorized for the member number which said reception means received and said personal identification number, and said storage means, and to provide further a verification means verify the justification of this Internet connectivity demand.

[0019] Moreover, the card reader in which the 5th invention reads the member card with which said terminal unit has said member's member number, An actuation means to perform selection actuation and the personal identification number input of the display screen, and a display means to perform the display corresponding to the selection actuation by said actuation means, A connection-request means to transmit the personal identification number inputted by the member number which said card reader read, and said actuation means, and to perform an Internet connectivity demand, and the means of communications which communicates with said Internet are provided, and it is characterized by being arranged on the inside of a shop which said member uses.

[0020]

[Embodiment of the Invention] Hereafter, the gestalt of operation of this invention is explained with reference to a drawing. In addition, the gestalt of this operation explains the case where this invention is applied to the customer service system in a pachinko parlor.

[0021] Drawing 1 is drawing showing the whole customer service system configuration used with the gestalt of the 1st operation, and the details configuration of member management equipment 10.

[0022] The customer service system shown in drawing 1 holds the utilization mark of each member of a pachinko parlor using member management equipment 10, and when it receives an Internet connectivity demand from the member information terminal unit 13 installed in the terminal units 15 and 16 which a member owns, or a pachinko parlor, it is a system which offers the Internet access service according to this member's utilization mark.

[0023] That is, in this customer service system, the draw is heightened by offering high service of the added value of Internet surfing to a member with the high availability of a pachinko parlor.

[0024] In case a game person is first registered as a member, while specifically giving the member card and personal identification number which have a member number to this game person, the management domain corresponding to this member number is prepared in member management equipment 10, and a personal identification number is registered into this management domain.

[0025] Then, if actuation which deposits the pachinko ball of a predetermined number is performed in case this member pays the pachinko ball gained by the game, this number of balls saved will be memorized to the management domain corresponding to this member's member number. That is, a member's number of balls saved is made into this member's utilization mark with the gestalt of the 1st operation.

[0026] And if the member management equipment 10 of the pachinko parlor a contract of was beforehand made with the provider receives a member number and a personal identification number from the member information terminal unit 13 installed in the terminal units 15 and 16 which a member holds, or a pachinko parlor, this member management equipment 10 will be collated with the number which registered these numbers beforehand, and will verify a member's justification.

[0027] Consequently, if it judges that a member is just, after calculating time amount (henceforth "connectable time amount") connectable with the Internet from the number of balls saved which this member deposited, terminal units 15 and 16 or the member information terminal unit 13 is changed to the Internet, it connects, and the Internet service is offered.

[0028] And when this member ends the Internet service when the execution time of Internet surfing exceeded connectable time amount, and this member ends Internet surfing within [connectable] time amount, the number of balls saved corresponding to Internet connectivity time amount is subtracted from this member's saved balls.

[0029] That is, for each member, although the telephone rate to a pachinko parlor is required, a subsequent computer toll does not need to start and it is not necessary to contract with a provider.

[0030] Thus, in this customer service system, an Internet access service is offered to each member of a pachinko parlor, and this is raising a member's added value.

[0031] Next, the configuration of the above-mentioned customer service system is explained concretely.

[0032] As shown in drawing 1, this customer service system serves as the configuration that the member connected the terminal units 15 and 16 and the above-mentioned member management equipment 10 which are held at a house by the telephone line 100 while connecting the member management equipment 10 and the member information terminal unit 13 which have been arranged in a pachinko parlor with a fiber-optic cable 110.

[0033] Moreover, since a contract of this pachinko parlor was made with the provider who offers the Internet service and the dividend of a domain is received from this provider, the above-mentioned member management equipment 10 can join the Internet by establishing the telephone line 120 between this provider's computers (only henceforth a "provider").

[0034] In addition, this telephone line 120 is a multiple-line ***** thing about the ISDN circuit in which a high-speed packet transfer is possible so that many members can access the Internet simultaneously. Moreover, any of a public line or a dedicated line are sufficient as this ISDN circuit, and it can also be made into a satellite circuit.

[0035] Here, the above-mentioned member management equipment 10 is a server which has the registration function manager of member data, the Internet connectivity service providing capabilities to each member, etc., and, specifically, offers an Internet access service to the member using the above-mentioned terminal units 15 and 16 or the member information terminal unit 13.

[0036] Moreover, the member information terminal unit 13 is arranged in a pachinko parlor, is a terminal unit which offers various information to a member, and has the communication facility for operating as an Internet terminal collectively etc. In addition, this member information terminal unit 13 is connected to the card reader which reads member information in a member card.

[0037] For this reason, when using this member information terminal unit 13 as a terminal unit for the Internet, the personal identification number inputted from the input section which the member number and member whom the card reader 14 read in the member card do not illustrate will be transmitted to member management equipment 10, and an Internet connectivity demand will be performed.

[0038] Moreover, a member is the personal computer held at a house, and terminal units 15 and 16 hold at least the communication facility which is needed in case the Internet is joined.

[0039] For example, when these terminal units 15 and 16 search for WWW on the Internet, the communication link modem which is needed in case hyper-text data is received and displayed from a HTTP server, a WWW browser, a display, memory, a keyboard, etc. are needed.

[0040] Thus, in this customer service system, it is supposed that an Internet access service can be offered to the member using the terminal units 15 and 16 which the member information terminal unit 13 or each member who prepared in inside of a shop owns.

[0041] Next, the details configuration of the above-mentioned member management equipment 10 is explained.

[0042] As shown in drawing 1, this member management equipment 10 consists of connection 10a, control-section 10b which has justification verification section 10c, and 10d of member data control sections and connect-time calculation section 10e.

[0043] Connection 10a is the processing section which holds a terminal unit 15 or the telephone line 100 between 16, the fiber optic cable 110 laid between the member information terminal units 13, and the telephone line 120 between providers 11, and manages an interface with each circuit.

[0044] Moreover, this connection 10a has the function to connect or disconnect a terminal unit 15, the telephone line 100 turned 16 or the fiber optic cable 110 turned member information terminal unit 13, and the telephone line 120 turned provider 11 under control of control-section 10b.

[0045] Control-section 10b is a control section which controls the member management equipment 10 whole, and, specifically, performs Internet connectivity demand control in addition to the registration control at the time of registering a new subscription member, and saved-balls supervisory control.

[0046] If this control-section 10b becomes when it receives an Internet connectivity demand from terminal units 15 and 16 or the member information terminal unit 13, after it verifies a member's justification by justification verification section 10c, it will calculate this member's connectable time amount by connect-time calculation section 10e, and, specifically, will carry out change control of the connection 10a based on this connectable time amount.

[0047] Justification verification section 10c is the processing section which verifies the justification of the user who collates the member number and personal identification number which terminal units 15 and 16 or the member information terminal unit 13 transmitted, and the data which 10d of member data control sections manages, and operates these terminals.

[0048] 10d of member data control sections is the Management Department which manages a personal identification number and the number of balls saved for every member number.

[0049] Connect-time calculation section 10e is the processing section which computes the number of balls saved corresponding to the time amount in which each member did the Internet connectivity actually while computing the connectable time amount which each member can connect to the Internet from the number of balls saved which 10d of member data control sections manages.

[0050] By using the member management equipment 10 which has the above-mentioned configuration, it becomes possible to provide each member with the Internet access service corresponding to a member's number of balls saved.

[0051] Next, the procedure of the member management equipment 10 which has the above-mentioned configuration is explained.

[0052] Drawing 2 is a flow chart which shows the procedure of the member management equipment 10 shown in drawing 1.

[0053] As shown in drawing 2, with this member management equipment 10 If a member number and a personal identification number are first received from a terminal unit 15, 16, or the member information terminal unit 13 (step 201) When justification verification section 10c collates with that to which 10d of member data control sections manages this member number and personal identification number, verifies justification (step 202) and judges that it is not just, access to the Internet is refused and processing (steps 203-204) is ended.

[0054] On the other hand, when it is judged that the member who performed the Internet connectivity demand is just, control-section 10b outputs the number of balls saved corresponding to this member number to reception and connect-time calculation section 10e from 10d of member data control sections.

[0055] And connect-time calculation section 10e which received this number of balls saved calculates the time amount which this member can connect to the Internet based on this number of balls saved (step 205), and outputs a calculation result to control-section 10b.

[0056] And control-section 10b which received this calculation result checks whether there is any connectable time amount beyond predetermined time (step 206), with [b] predetermined time [under], refuses access to the Internet and ends processing (step 204).

[0057] On the other hand, in a certain case, connectable time amount makes connection with the Internet 12, a terminal unit 15, 16, or a member information terminal unit beyond predetermined time by establishing the telephone line 120 between providers 11, and making change connection of this telephone line 120, the telephone line 100, or the fiber optic cable 110 (step 207).

[0058] And connectable time amount is checked periodically (step 208), and when connectable time amount remains, the processing which subtracts (step 209) and the time amount which used the Internet actually from connectable time amount is repeated (step 210).

[0059] Consequently, if connectable time amount is set to '0' or the member itself ends an Internet connectivity (step 211), connection with the Internet will be canceled and processing (step 212) will be ended.

[0060] In addition, when the number of balls saved corresponding to residual connectable time amount is calculated by connect-time calculation section 10e, and it re-registers with 10d of member data control sections, when the member itself ends an Internet connectivity leading, although connectable time amount existed, and a member uses up connectable time amount, the number of balls saved of 10d of member data control sections is cleared.

[0061] By processing a up Norikazu ream, it becomes possible to provide a member with the Internet access service based on a member's number of balls saved.

[0062] As mentioned above, with the gestalt of the 1st operation Match each member's number of balls saved with a member number, respectively, and it manages in 10d of member data control sections. When an Internet connectivity demand is received from the member information terminal unit 13 arranged on the terminal units 15 and 16 or inside of a shop which a member holds Connectable time amount is computed based on this member's number of balls saved, and since it constituted so that the Internet access service between this connectable time amount might be offered, the effectiveness taken below is acquired.

[0063] 1) The Internet service can be simply offered to each member.

[0064] 2) The Internet service can be positioned as a kind of the premium which the member gained.

[0065] 3) A member can receive the Internet service using the personal computer held at a house.

[0066] 4) By using the member information terminal unit 13 arranged on the inside of a shop, the Internet service can be offered to the member who does not hold a personal computer.

[0067] 5) The added value as a member of a pachinko parlor can be raised.

[0068] 6) It can attain and have differentiation with other pachinko parlors, and the draw can be heightened.

[0069] In the above, the gestalt of the 1st operation was explained.

[0070] By the way, although [the gestalt of implementation of the above 1st] connectable time amount is calculated based on a member's number of balls saved, based on the information on a member's count of coming to the store, the consumption amount of money, a victory-or-defeat frame, etc., connectable time amount is also reckonable.

[0071] The gestalt of the 2nd operation which is there, next calculates connectable time amount based on a member's count of coming to the store, the consumption amount of money, a victory-or-defeat frame, etc. is explained. In addition, the whole system configuration in this case becomes the same thing as the gestalt of the 1st operation.

[0072] Drawing 3 is drawing showing the configuration of the member management equipment 30 used with the gestalt of the 2nd operation.

[0073] As shown in drawing 3, the member management equipment 30 used with the gestalt of the 2nd operation consists of connection 10a, control-section 10b, the member data storage section 31, the connect-time calculation section 32, and a condition file 33. In addition, the concrete explanation is omitted as giving the same number to what has the same function as the member management equipment 10 shown in drawing 1.

[0074] The member data control section 31 is the Management Department which manages a variety of data concerning members, such as a member's personal identification number, the number of balls saved, a count of coming to the store, and game time amount, for every member number.

[0075] Drawing 4 is drawing showing an example of the member data which the member data control section 31 manages, and as shown in this drawing, a personal identification number 41, the number of balls saved 42, the count 43 of coming to the store, the game time amount 44, the consumption amount of money 45, and the victory-or-defeat frame 46 are managed every member number 40.

[0076] Here, the count 43 of coming to the store is a count to which the member came to the store to per month, and the game time amount 44 is the time amount to which the member operated and played the game of the pachinko base. Moreover, the consumption amount of money 45 is the amount of money which the member used for the game actually, and the victory-or-defeat frame 46 is the balance of the amount of money which the member gained, and the consumed amount of money.

[0077] For example, it is X safe about the number of the pachinko balls which gained the number of the pachinko balls actually drunk by the game on the pachinko base by Xout and the game. When the acquisition amount of money of Xsale and a pachinko ball is set to Y and the consumption amount of money is set to Z for the number of pachinko balls sold with cash, the victory-or-defeat frame M is $M = (X \text{ safe} - X_{\text{out}} + X_{\text{sale}})$ It asks from the calculation formula of $x \text{ Y} - Z$.

[0078] However, with the gestalt of this 2nd operation, before you have the function in which each pachinko base itself grasps the consumption amount of money etc., and the card reader which receives a member card and a member starts a game, suppose that a member card is inserted in a card reader.

[0079] When it returns to explanation of drawing 3, the connect-time calculation section 32 is the processing section which computes the connectable time amount which each member can connect to the Internet based on the data which the condition file 33 and the member data control section 31 manage.

[0080] Here, the classification information whether a connect time is calculated based on which data among the number of balls saved, the count of coming to the store, game time amount, the consumption amount of money, and a victory-or-defeat frame, and the allocation information which shows at what kind of rate this classification information is assigned at a connect time are beforehand set to this condition file 33.

[0081] For this reason, this connect-time calculation section 33 checks the classification information and allocation information which calculate a connect time with reference to this condition file 33, and calculates a connect time based on such information.

[0082] For example, this classification information is game time amount, the allocation information "it is 1 minute per hour" is set up, and when a member's game time amount is 60 hours, 1-hour connectable time amount is computed.

[0083] Moreover, classification information is the consumption amount of money, the allocation information "it is 1 minute per 10,000 yen" is set up, and when a member's consumption amount of money is 100,000 yen, the connectable time amount for 10 minutes is computed.

[0084] furthermore, classification information -- a victory-or-defeat frame -- it is -- -- whenever it loses in 10,000 yen, the allocation information 1-minute" is set up, and when a member's victory-or-defeat frame is -30,000 yen, the

connectable time amount for 3 minutes is computed.

[0085] Therefore, control-section 10b will perform Internet connectivity control based on the connectable time amount which this connect-time calculation section 32 calculated.

[0086] In addition, the content of this condition file 33 can be suitably updated based on the utilization situation of the Internet etc.

[0087] As mentioned above, with the gestalt of the 2nd operation, the various data about a member are managed in the member data control section 31, and since the connect-time calculation section 32 was constituted based on the content of the data which the member data control section 31 manages, and the condition file 33 so that a connect time might be calculated, it becomes possible [offering an Internet access service flexibly].

[0088] In addition, although the gestalt of the 1st and the 2nd operation showed the case where this invention was applied to the customer service system of a pachinko parlor, it is also possible for this invention not to be limited to this and to apply to various game stores, such as a game center and a bowling alley.

[0089]

[Effect of the Invention] Since it constituted so that a terminal unit might be connected to the Internet between the Internet connectivity time amount which calculated and calculated Internet connectivity time amount based on the utilization mark of the member who operates this terminal unit when this invention received an Internet connectivity demand from the terminal unit which has means of communications with the Internet as explained to the detail above, the effectiveness taken below is acquired.

[0090] 1) It becomes possible to offer the Internet service simply to each member.

[0091] 2) It becomes possible to position the Internet service as a kind of the premium which the member gained.

[0092] 3) It enables a member to receive the Internet service using terminal units, such as a personal computer held at a house.

[0093] 4) It becomes possible to raise the added value as a member of a pachinko parlor.

[0094] 5) It becomes possible to attain and have differentiation with other pachinko parlors, and to heighten the draw.

[0095] Moreover, since this invention was constituted so that customer management equipment might verify the justification of this member number based on the member number and personal identification number which the terminal unit transmitted, it becomes possible [preventing the injustice concerning an Internet access service].

[0096] Moreover, since this invention was constituted so that an Internet access service could be performed using the terminal unit arranged on the inside of a shop which has the card reader which reads a member card, it becomes possible [offering the Internet service to the member who does not hold a personal computer].

[Translation done.]

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TECHNICAL FIELD

[Field of the Invention] This invention manages a user's utilization mark registered as a member for every member, and relates to the customer service system which offers an Internet access service to each member of game stores, such as a pachinko parlor, especially about the customer service system which provides each member with the service corresponding to the managed utilization mark.

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PRIOR ART

[Description of the Prior Art] Conventionally, in game stores, such as a pachinko parlor, he is registered into the computer, using a game person with an application as a member, and various communications services etc. are performed to each member who registered in many cases.

[0003] A member card is given to a game person with an application, it registers with member management equipment as a member, and, specifically, the number of balls saved, the count of coming to the store, the consumption amount of money, etc. are managed for every member in this game store.

[0004] For example, since the saved-balls management equipment in the game system constituted so that a game medium might be pulled out from a self account and a game might be played on a game base is indicated by JP, 7-51458, A while depositing in an account the game medium which the game person who has an account gained, to it, the number of balls saved for every member is managed using this conventional technique.

[0005] And to each member who registered with the above-mentioned member management equipment, by performing communications service, it raises and has a member's added value and the draw is heightened.

[0006] For example, the onerous information for members with which a game person is provided is memorized, and since the game information offer equipment constituted so that the onerous information for members might be offered to this member is indicated by JP, 7-275479, A when a game person is the member, communications service to a member is performed to it using this conventional technique.

[0007] Thus, the information offer equipment which performs the member management equipment and communications service which perform this customer management has played the very important role, when heightening the draw in a game store.

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EFFECT OF THE INVENTION

[Effect of the Invention] Since it constituted so that a terminal unit might be connected to the Internet between the Internet connectivity time amount which calculated and calculated Internet connectivity time amount based on the utilization mark of the member who operates this terminal unit when this invention received an Internet connectivity demand from the terminal unit which has means of communications with the Internet as explained to the detail above, the effectiveness taken below is acquired.

[0090] 1) It becomes possible to offer the Internet service simply to each member.

[0091] 2) It becomes possible to position the Internet service as a kind of the premium which the member gained.

[0092] 3) It enables a member to receive the Internet service using terminal units, such as a personal computer held at a house.

[0093] 4) It becomes possible to raise the added value as a member of a pachinko parlor.

[0094] 5) It becomes possible to attain and have differentiation with other pachinko parlors, and to heighten the draw.

[0095] Moreover, since this invention was constituted so that customer management equipment might verify the justification of this member number based on the member number and personal identification number which the terminal unit transmitted, it becomes possible [preventing the injustice concerning an Internet access service].

[0096] Moreover, since this invention was constituted so that an Internet access service could be performed using the terminal unit arranged on the inside of a shop which has the card reader which reads a member card, it becomes possible [offering the Internet service to the member who does not hold a personal computer].

[Translation done.]

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TECHNICAL PROBLEM

[Problem(s) to be Solved by the Invention] However, if attractive communications service cannot be carried out to a member even if it uses these conventional techniques, it becomes the cause by which a member's added value falls and the customer suction force of a game store declines.

[0009] In these days which the game store which introduces this member management equipment and information offer equipment especially increased, if can continue information more valuable than a contention store and it cannot be offered, reduction in a member will be caused.

[0010] For this reason, a member is provided not with a short period but with continuously valuable information how, and it has been a very important technical problem whether a member's added value is raised.

[0011] By the way, the Internet (INTERNET) which can gather information from the whole world through WWW (World Wide Web), an electronic mail (E-mail), and NetNews (Netnews) is in the limelight with the spread of the latest personal computers.

[0012] If WWW which is the communication tool which makes the basis of the Internet especially is used, since Internet surfing which wanders around the homepage on the Internet can be performed, utility value is very large.

[0013] For this reason, if this Internet access service can be connected to the added value of the member of a game store, a member is provided with continuously valuable information, it has it, and improvement in added value of a member can be aimed at.

[0014] Then, it aims at offering the customer service system which can heighten the customer suction force of a game store by solving the above-mentioned technical problem and connecting an Internet access service with this invention to the added value as a member of a game store.

[Translation done.]

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MEANS

[Means for Solving the Problem] In the customer service system which the 1st invention manages a user's utilization mark registered as a member for every member, and provides each member with the service corresponding to the managed utilization mark in order to attain the above-mentioned object When an Internet connectivity demand is received from the terminal unit which has means of communications with the Internet, and said terminal unit It is characterized by providing the customer management equipment which connects said terminal unit to the Internet between the Internet connectivity time amount which calculated and calculated Internet connectivity time amount based on the utilization mark of the member who operates this terminal unit.

[0016] Moreover, a storage means by which, as for the 2nd invention, said customer management equipment memorizes each member's utilization mark for every member, A reception means to receive the Internet connectivity demand from said terminal unit, A calculation means to calculate the Internet connectivity time amount corresponding to ejection and the taken-out utilization mark for the utilization mark of the member who operates said terminal unit from said storage means, It is characterized by providing the connecting means which connects said terminal unit and Internet between the Internet connectivity time amount which said calculation means calculated.

[0017] Moreover, said storage means is characterized by what the 3rd invention matches said member's personal identification number and utilization mark with each member's member number, and memorizes.

[0018] Moreover, it is characterized by for the 4th invention to transmit the personal identification number into which a member's member number and this member inputted said terminal unit, to perform an Internet connectivity demand, and for said customer management equipment to collate the member number and the personal identification number which are memorized for the member number which said reception means received and said personal identification number, and said storage means, and to provide further a verification means verify the justification of this Internet connectivity demand.

[0019] Moreover, the card reader in which the 5th invention reads the member card with which said terminal unit has said member's member number, An actuation means to perform selection actuation and the personal identification number input of the display screen, and a display means to perform the display corresponding to the selection actuation by said actuation means, A connection-request means to transmit the personal identification number inputted by the member number which said card reader read, and said actuation means, and to perform an Internet connectivity demand, and the means of communications which communicates with said Internet are provided, and it is characterized by being arranged on the inside of a shop which said member uses.

[0020]

[Embodiment of the Invention] Hereafter, the gestalt of operation of this invention is explained with reference to a drawing. In addition, the gestalt of this operation explains the case where this invention is applied to the customer service system in a pachinko parlor.

[0021] Drawing 1 is drawing showing the whole customer service system configuration used with the gestalt of the 1st operation, and the details configuration of member management equipment 10.

[0022] The customer service system shown in drawing 1 holds the utilization mark of each member of a pachinko parlor using member management equipment 10, and when it receives an Internet connectivity demand from the member information terminal unit 13 installed in the terminal units 15 and 16 which a member owns, or a pachinko parlor, it is a system which offers the Internet access service according to this member's utilization mark.

[0023] That is, in this customer service system, the draw is heightened by offering high service of the added value of Internet surfing to a member with the high availability of a pachinko parlor.

[0024] In case a game person is first registered as a member, while specifically giving the member card and personal identification number which have a member number to this game person, the management domain corresponding to this member number is prepared in member management equipment 10, and a personal identification number is registered into this management domain.

[0025] Then, if actuation which deposits the pachinko ball of a predetermined number is performed in case this member pays the pachinko ball gained by the game, this number of balls saved will be memorized to the management domain corresponding to this member's member number. That is, a member's number of balls saved is made into this member's utilization mark with the gestalt of the 1st operation.

[0026] And if the member management equipment 10 of the pachinko parlor a contract of was beforehand made with the provider receives a member number and a personal identification number from the member information terminal unit 13 installed in the terminal units 15 and 16 which a member holds, or a pachinko parlor, this member management equipment 10 will be collated with the number which registered these numbers beforehand, and will verify a member's justification.

[0027] Consequently, if it judges that a member is just, after calculating time amount (henceforth "connectable time amount") connectable with the Internet from the number of balls saved which this member deposited, terminal units 15 and 16 or the member information terminal unit 13 is changed to the Internet, it connects, and the Internet service is offered.

[0028] And when this member ends the Internet service when the execution time of Internet surfing exceeded connectable time amount, and this member ends Internet surfing within [connectable] time amount, the number of balls saved corresponding to Internet connectivity time amount is subtracted from this member's saved balls.

[0029] That is, for each member, although the telephone rate to a pachinko parlor is required, a subsequent computer toll does not need to start and it is not necessary to contract with a provider.

[0030] Thus, in this customer service system, an Internet access service is offered to each member of a pachinko parlor, and this is raising a member's added value.

[0031] Next, the configuration of the above-mentioned customer service system is explained concretely.

[0032] As shown in drawing 1 , this customer service system serves as the configuration that the member connected the terminal units 15 and 16 and the above-mentioned member management equipment 10 which are held at a house by the telephone line 100 while connecting the member management equipment 10 and the member information terminal unit 13 which have been arranged in a pachinko parlor with a fiber-optic cable 110.

[0033] Moreover, since a contract of this pachinko parlor was made with the provider who offers the Internet service and the dividend of a domain is received from this provider, the above-mentioned member management equipment 10 can join the Internet by establishing the telephone line 120 between this provider's computers (only henceforth a "provider").

[0034] In addition, this telephone line 120 is a multiple-line ***** thing about the ISDN circuit in which a high-speed packet transfer is possible so that many members can access the Internet simultaneously. Moreover, any of a public line or a dedicated line are sufficient as this ISDN circuit, and it can also be made into a satellite circuit.

[0035] Here, the above-mentioned member management equipment 10 is a server which has the registration function manager of member data, the Internet connectivity service providing capabilities to each member, etc., and, specifically, offers an Internet access service to the member using the above-mentioned terminal units 15 and 16 or the member information terminal unit 13.

[0036] Moreover, the member information terminal unit 13 is arranged in a pachinko parlor, is a terminal unit which offers various information to a member, and has the communication facility for operating as an Internet terminal collectively etc. In addition, this member information terminal unit 13 is connected to the card reader which reads member information in a member card.

[0037] For this reason, when using this member information terminal unit 13 as a terminal unit for the Internet, the personal identification number inputted from the input section which the member number and member whom the card reader 14 read in the member card do not illustrate will be transmitted to member management equipment 10, and an Internet connectivity demand will be performed.

[0038] Moreover, a member is the personal computer held at a house, and terminal units 15 and 16 hold at least the communication facility which is needed in case the Internet is joined.

[0039] For example, when these terminal units 15 and 16 search for WWW on the Internet, the communication link modem which is needed in case hyper-text data is received and displayed from a HTTP server, a WWW browser, a display, memory, a keyboard, etc. are needed.

[0040] Thus, in this customer service system, it is supposed that an Internet access service can be offered to the member using the terminal units 15 and 16 which the member information terminal 13 or each member who prepared in inside of a shop owns.

[0041] Next, the details configuration of the above-mentioned member management equipment 10 is explained.

[0042] As shown in drawing 1 , this member management equipment 10 consists of connection 10a, control-section 10b which has justification verification section 10c, and 10d of member data control sections and connect-time calculation section 10e.

[0043] Connection 10a is the processing section which holds a terminal unit 15 or the telephone line 100 between 16, the fiber optic cable 110 laid between the member information terminal units 13, and the telephone line 120 between providers 11, and manages an interface with each circuit.

[0044] Moreover, this connection 10a has the function to connect or disconnect a terminal unit 15, the telephone line 100 turned 16 or the fiber optic cable 110 turned member information terminal unit 13, and the telephone line 120 turned provider 11 under control of control-section 10b.

[0045] Control-section 10b is a control section which controls the member management equipment 10 whole, and, specifically, performs Internet connectivity demand control in addition to the registration control at the time of registering a new subscription member, and saved-balls supervisory control.

[0046] If this control-section 10b becomes when it receives an Internet connectivity demand from terminal units 15 and 16 or the member information terminal unit 13, after it verifies a member's justification by justification verification section 10c, it will calculate this member's connectable time amount by connect-time calculation section 10e, and, specifically, will carry out change control of the connection 10a based on this connectable time amount.

[0047] Justification verification section 10c is the processing section which verifies the justification of the user who collates the member number and personal identification number which terminal units 15 and 16 or the member information terminal unit 13 transmitted, and the data which 10d of member data control sections manages, and operates these terminals.

[0048] 10d of member data control sections is the Management Department which manages a personal identification number and the number of balls saved for every member number.

[0049] Connect-time calculation section 10e is the processing section which computes the number of balls saved corresponding to the time amount in which each member did the Internet connectivity actually while computing the connectable time amount which each member can connect to the Internet from the number of balls saved which 10d of member data control sections manages.

[0050] By using the member management equipment 10 which has the above-mentioned configuration, it becomes possible to provide each member with the Internet access service corresponding to a member's number of balls saved.

[0051] Next, the procedure of the member management equipment 10 which has the above-mentioned configuration is explained.

[0052] Drawing 2 is a flow chart which shows the procedure of the member management equipment 10 shown in drawing 1.

[0053] As shown in drawing 2, with this member management equipment 10 If a member number and a personal identification number are first received from a terminal unit 15, 16, or the member information terminal unit 13 (step 201) When justification verification section 10c collates with that to which 10d of member data control sections manages this member number and personal identification number, verifies justification (step 202) and judges that it is not just, access to the Internet is refused and processing (steps 203-204) is ended.

[0054] On the other hand, when it is judged that the member who performed the Internet connectivity demand is just, control-section 10b outputs the number of balls saved corresponding to this member number to reception and connect-time calculation section 10e from 10d of member data control sections.

[0055] And connect-time calculation section 10e which received this number of balls saved calculates the time amount which this member can connect to the Internet based on this number of balls saved (step 205), and outputs a calculation result to control-section 10b.

[0056] And control-section 10b which received this calculation result checks whether there is any connectable time amount beyond predetermined time (step 206), with [b] predetermined time [under], refuses access to the Internet and ends processing (step 204).

[0057] On the other hand, in a certain case, connectable time amount makes connection with the Internet 12, a terminal unit 15, 16, or a member information terminal unit beyond predetermined time by establishing the telephone line 120 between providers 11, and making change connection of this telephone line 120, the telephone line 100, or the fiber optic cable 110 (step 207).

[0058] And connectable time amount is checked periodically (step 208), and when connectable time amount remains, the processing which subtracts (step 209) and the time amount which used the Internet actually from connectable time amount is repeated (step 210).

[0059] Consequently, if connectable time amount is set to '0' or the member itself ends an Internet connectivity (step 211), connection with the Internet will be canceled and processing (step 212) will be ended.

[0060] In addition, when the number of balls saved corresponding to residual connectable time amount is calculated by connect-time calculation section 10e, and it re-registers with 10d of member data control sections, when the member itself ends an Internet connectivity leading, although connectable time amount existed, and a member uses up connectable time amount, the number of balls saved of 10d of member data control sections is cleared.

[0061] By processing a up Norikazu ream, it becomes possible to provide a member with the Internet access service based on a member's number of balls saved.

[0062] As mentioned above, with the gestalt of the 1st operation Match each member's number of balls saved with a member number, respectively, and it manages in 10d of member data control sections. When an Internet connectivity demand is received from the member information terminal unit 13 arranged on the terminal units 15 and 16 or inside of a shop which a member holds Connectable time amount is computed based on this member's number of balls saved, and since it constituted so that the Internet access service between this connectable time amount might be offered, the effectiveness taken below is acquired.

[0063] 1) The Internet service can be simply offered to each member.

[0064] 2) The Internet service can be positioned as a kind of the premium which the member gained.

[0065] 3) A member can receive the Internet service using the personal computer held at a house.

[0066] 4) By using the member information terminal unit 13 arranged on the inside of a shop, the Internet service can be offered to the member who does not hold a personal computer.

[0067] 5) The added value as a member of a pachinko parlor can be raised.

[0068] 6) It can attain and have differentiation with other pachinko parlors, and the draw can be heightened.

[0069] In the above, the gestalt of the 1st operation was explained.

[0070] By the way, although [the gestalt of implementation of the above 1st] connectable time amount is calculated based on a member's number of balls saved, based on the information on a member's count of coming to the store, the consumption amount of money, a victory-or-defeat frame, etc., connectable time amount is also reckonable.

[0071] The gestalt of the 2nd operation which is there, next calculates connectable time amount based on a member's count of coming to the store, the consumption amount of money, a victory-or-defeat frame, etc. is explained. In addition, the whole system configuration in this case becomes the same thing as the gestalt of the 1st operation.

[0072] Drawing 3 is drawing showing the configuration of the member management equipment 30 used with the gestalt of the 2nd operation.

[0073] As shown in drawing 3 , the member management equipment 30 used with the gestalt of the 2nd operation consists of connection 10a, control-section 10b, the member data storage section 31, the connect-time calculation section 32, and a condition file 33. In addition, the concrete explanation is omitted as giving the same number to what has the same function as the member management equipment 10 shown in drawing 1 .

[0074] The member data control section 31 is the Management Department which manages a variety of data concerning members, such as a member's personal identification number, the number of balls saved, a count of coming to the store, and game time amount, for every member number.

[0075] Drawing 4 is drawing showing an example of the member data which the member data control section 31 manages, and as shown in this drawing, a personal identification number 41, the number of balls saved 42, the count 43 of coming to the store, the game time amount 44, the consumption amount of money 45, and the victory-or-defeat frame 46 are managed every member number 40.

[0076] Here, the count 43 of coming to the store is a count to which the member came to the store to per month, and the game time amount 44 is the time amount to which the member operated and played the game of the pachinko base. Moreover, the consumption amount of money 45 is the amount of money which the member used for the game actually, and the victory-or-defeat frame 46 is the balance of the amount of money which the member gained, and the consumed amount of money.

[0077] For example, it is X safe about the number of the pachinko balls which gained the number of the pachinko balls actually drunk by the game on the pachinko base by Xout and the game. When the acquisition amount of money of Xsale and a pachinko ball is set to Y and the consumption amount of money is set to Z for the number of pachinko balls sold with cash, the victory-or-defeat frame M is $M = (X \text{ safe} - X_{out} + X_{sale})$ It asks from the calculation formula of $x \text{ Y} - Z$.

[0078] However, with the gestalt of this 2nd operation, before you have the function in which each pachinko base itself grasps the consumption amount of money etc., and the card reader which receives a member card and a member starts a game, suppose that a member card is inserted in a card reader.

[0079] When it returns to explanation of drawing 3 , the connect-time calculation section 32 is the processing section which computes the connectable time amount which each member can connect to the Internet based on the data which the condition file 33 and the member data control section 31 manage.

[0080] Here, the classification information whether a connect time is calculated based on which data among the number of balls saved, the count of coming to the store, game time amount, the consumption amount of money, and a victory-or-defeat frame, and the allocation information which shows at what kind of rate this classification information is assigned at a connect time are beforehand set to this condition file 33.

[0081] For this reason, this connect-time calculation section 33 checks the classification information and allocation

information which calculate a connect time with reference to this condition file 33, and calculates a connect time based on such information.

[Q082] For example, this classification information is game time amount, the allocation information "it is 1 minute per hour" is set up, and when a member's game time amount is 60 hours, 1-hour connectable time amount is computed.

[0083] Moreover, classification information is the consumption amount of money, the allocation information "it is 1 minute per 10,000 yen" is set up, and when a member's consumption amount of money is 100,000 yen, the connectable time amount for 10 minutes is computed.

[0084] furthermore, classification information -- a victory-or-defeat frame -- it is -- "-- whenever it loses in 10,000 yen, the allocation information 1-minute" is set up, and when a member's victory-or-defeat frame is -30,000 yen, the connectable time amount for 3 minutes is computed.

[0085] Therefore, control-section 10b will perform Internet connectivity control based on the connectable time amount which this connect-time calculation section 32 calculated.

[0086] In addition, the content of this condition file 33 can be suitably updated based on the utilization situation of the Internet etc.

[0087] As mentioned above, with the gestalt of the 2nd operation, the various data about a member are managed in the member data control section 31, and since the connect-time calculation section 32 was constituted based on the content of the data which the member data control section 31 manages, and the condition file 33 so that a connect time might be calculated, it becomes possible [offering an Internet access service flexibly].

[0088] In addition, although the gestalt of the 1st and the 2nd operation showed the case where this invention was applied to the customer service system of a pachinko parlor, it is also possible for this invention not to be limited to this and to apply to various game stores, such as a game center and a bowling alley.

[Translation done.]

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DESCRIPTION OF DRAWINGS

[Brief Description of the Drawings]

[Drawing 1] Drawing showing the whole customer service system configuration used with the gestalt of the 1st operation, and the details configuration of member management equipment.

[Drawing 2] The flow chart which shows the procedure of the member management equipment shown in drawing 1.

[Drawing 3] Drawing showing the configuration of the member management equipment used with the gestalt of the 2nd operation.

[Drawing 4] Drawing showing an example of the member data which the member data control section shown in drawing 3 manages.

[Description of Notations]

10 -- Member management equipment 10a -- Connection 10b -- A control section, 10c -- Justification verification section, [11 -- Provider,] 10d -- The member data control section, 10e -- Connect-time calculation section 12 -- Internet 13 -- A member information terminal unit, 14 -- Card reader, [110 / 31 / 33 -- Condition file / -- The member data control section, 32 -- Connect-time calculation section / -- A fiber optic cable, 30 -- Member management equipment] 15 16 -- A terminal unit, 100,120 -- Telephone line

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- ## DRAWINGS

インターネット

11 プロバイダ

120 電話回線

15 端末装置

16 端末装置

電話回線100

光ファイバケーブル 110

13 会員情報端末装置

ホスト 14

10 会員管理装置

10a 接続部

10b 制御部

10c 正当性検証部

10d 接続時間算定部

10e 会員データ管理部

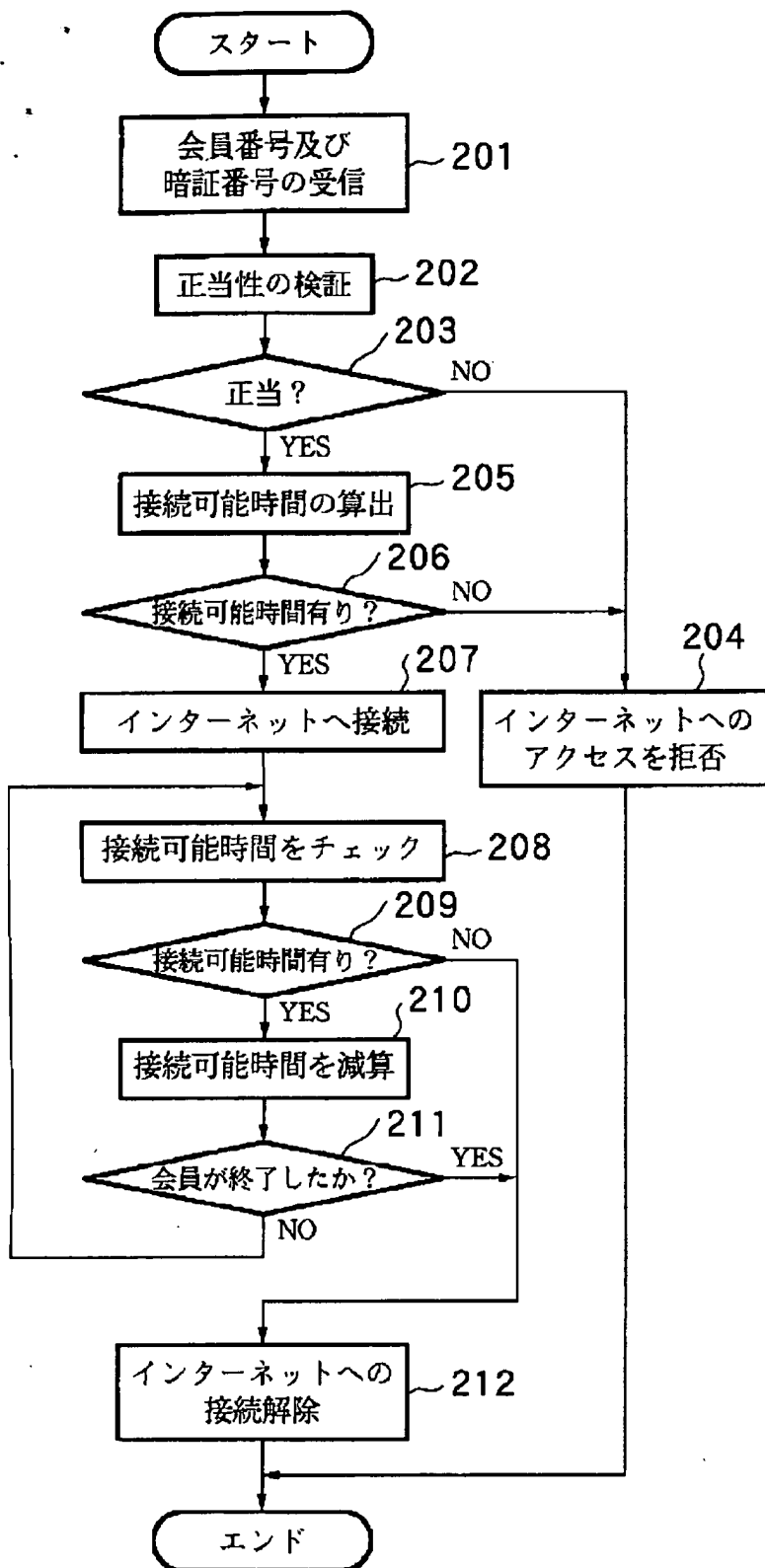
パチンコ店

Figure 1 is a block diagram of a system for managing a network. The system includes a **プロバイダ** (Provider) 11, a **電話回線 100** (Telephone line 100), a **接続部 10a** (Connection section 10a), a **制御部 10b** (Control section 10b), a **正当性検証部 10c** (Validity verification section 10c), a **会員管理装置 30** (Member management device 30), a **条件ファイル 33** (Condition file 33), a **接続時間算定部 32** (Connection time calculation section 32), and a **会員データ管理部 31** (Member data management section 31). The **プロバイダ 11** is connected to the **電話回線 100** and the **接続部 10a**. The **接続部 10a** is connected to the **制御部 10b** and the **会員管理装置 30**. The **制御部 10b** contains the **正当性検証部 10c**. The **会員管理装置 30** contains the **条件ファイル 33**, the **接続時間算定部 32**, and the **会員データ管理部 31**. A **光ファイバケーブル 110** (Optical fiber cable 110) is connected to the **接続部 10a** and the **正当性検証部 10c**.

[Drawing 4]

40 }	41 }	42 }	43 }	44 }	45 }	46 }
会員番号	暗証番号	貯玉数	来店回数	遊技時間	消費金額	勝敗額
0001	××××	15000	10	35	50000	+ 5000
0002	××××	0	2	4	5000	− 5000
0003	××××	5000	5	10	15000	− 10000
⋮	⋮	⋮	⋮	⋮	⋮	⋮
9999	××××	30000	25	200	80000	+ 20000

[Drawing 2]



[Translation done.]

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DOCUMENT-IDENTIFIER: JP 10151266 A
TITLE: CUSTOMER SERVICE SYSTEM
PUBN-DATE: June 9, 1998

INVENTOR-INFORMATION:
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GLORY LTD N/A

APPL-NO: JP08312066
APPL-DATE: November 22, 1996

INT-CL (IPC): A63F007/02, A63F007/02 , G06F013/00

ABSTRACT:

PROBLEM TO BE SOLVED: To improve customer attracting power of a game hall, by providing a terminal device with an internet communication means and connecting the terminal device to the internet by an internet connection request for a time corresponding to application points of a member.

SOLUTION: Application points of a member of a Pachinko hall are retained in a member management device 10. An internet connection service is offered corresponding to application points of each member based on each member's internet connection request from terminal devices 15, 16 or a member

information terminal device 13 in the Pachinko hall. That is, An internet connectable time corresponding to each member's application points is calculated and the terminal devices 15, 16 or the member information terminal device 13 is switched to the internet to offer the internet service. Thus an internet surfin', a service with high added value, is offered to a member with high application degree to enable to improve the customer collecting power.

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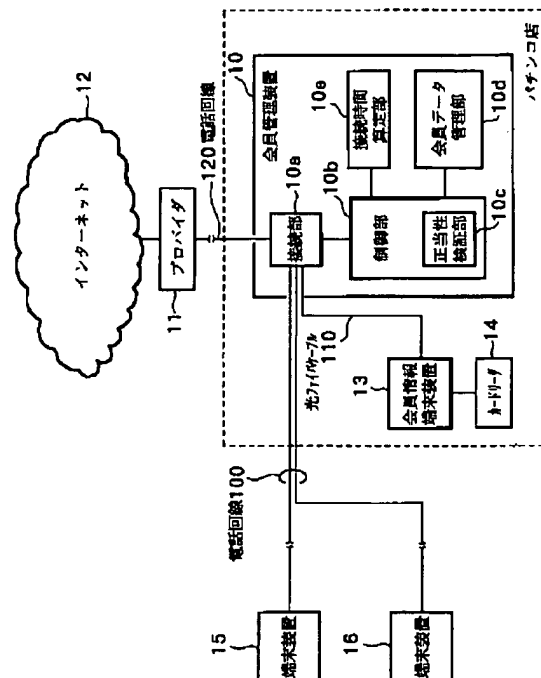
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(54)【発明の名称】 顧客サービスシステム

(57)【要約】

【課題】インターネット接続サービスを遊技店の会員としての付加価値と結びつけることにより、遊技店の顧客吸引力を高めることができる顧客サービスシステムを提供すること。

【解決手段】各会員の貯玉数を会員番号にそれぞれ対応づけて会員データ管理部10dで管理しておき、会員が保有する端末装置15及び16又は店内に配置した会員情報端末装置13からインターネット接続要求を受け付けた際に、この会員の貯玉数に基づいて接続可能時間を算出し、この接続可能時間の間インターネット接続サービスを提供する。



【特許請求の範囲】

【請求項1】 会員として登録された利用者の利用点数を各会員ごとに管理し、管理した利用点数に対応するサービスを各会員に提供する顧客サービスシステムにおいて、

インターネットとの通信手段を有する端末装置と、
前記端末装置からインターネット接続要求を受け付けた際に、該端末装置を操作する会員の利用点数に基づいてインターネット接続時間を算定し、算定したインターネット接続時間の間、前記端末装置をインターネットに接続する顧客管理装置とを具備することを特徴とする顧客サービスシステム。

【請求項2】 前記顧客管理装置は、各会員の利用点数を会員ごとに記憶する記憶手段と、
前記端末装置からのインターネット接続要求を受け付ける受付手段と、
前記端末装置を操作する会員の利用点数を前記記憶手段から取り出し、取り出した利用点数に対応するインターネット接続時間を算定する算定手段と、
前記算定手段が算定したインターネット接続時間の間、前記端末装置とインターネットとを接続する接続手段とを具備することを特徴とする請求項1記載の顧客サービスシステム。

【請求項3】 前記記憶手段は、
前記会員の暗証番号及び利用点数を各会員の会員番号に対応づけて記憶することを特徴とする請求項2記載の顧客サービスシステム。

【請求項4】 前記端末装置は、
会員の会員番号及び該会員が入力した暗証番号を送信してインターネット接続要求を行い、
前記顧客管理装置は、
前記受付手段が受け付けた会員番号及び前記暗証番号と前記記憶手段に記憶する会員番号及び暗証番号とを照合して、該インターネット接続要求の正当性を検証する検証手段をさらに具備することを特徴とする請求項3記載の顧客サービスシステム。

【請求項5】 前記端末装置は、
前記会員の会員番号を有する会員カードを読み取るカードリーダと、
表示画面の選択操作及び暗証番号入力を行う操作手段と、
前記操作手段による選択操作に対応する表示を行う表示手段と、
前記カードリーダが読み取った会員番号と前記操作手段により入力された暗証番号とを送信してインターネット接続要求を行う接続要求手段と、
前記インターネットと通信する通信手段とを具備し、
前記会員が利用する店内に配置されることを特徴とする請求項4記載の顧客サービスシステム。

【発明の詳細な説明】

【0001】

【発明の属する技術分野】本発明は、会員として登録された利用者の利用点数を各会員ごとに管理し、管理した利用点数に対応するサービスを各会員に提供する顧客サービスシステムに関し、特にパチンコ店等の遊技店の各会員に対してインターネット接続サービスを提供する顧客サービスシステムに関する。

【0002】

【従来の技術】従来、パチンコ店等の遊技店では、申し込みのあった遊技者を会員としてコンピュータに登録しておき、登録した各会員に対して各種情報提供サービス等を行うことが多い。

【0003】具体的には、かかる遊技店では、申し込みのあった遊技者に対して会員カードを付与して会員管理装置に会員として登録し、各会員ごとに貯玉数、来店回数及び消費金額等を管理する。

【0004】例えば、特開平7-51458号公報には、口座を有する遊技者が獲得した遊技媒体を口座に預け入れるとともに、自己の口座から遊技媒体を引き出して遊技台で遊技できるよう構成した遊技システムにおける貯玉管理装置が開示されているため、かかる従来技術を用いて会員ごとの貯玉数を管理する。

【0005】そして、上記会員管理装置に登録した各会員に対して、情報提供サービスを行うことにより会員の付加価値を高め、もって集客力を高めている。

【0006】例えば、特開平7-275479号公報には、遊技者に提供する会員用有償情報を記憶しておき、遊技者が会員である場合には、該会員に対して会員用有償情報を提供するように構成した遊技情報提供装置が開示されているため、かかる従来技術を用いて会員に対する情報提供サービスを行う。

【0007】このように、かかる顧客管理を行う会員管理装置及び情報提供サービスを行う情報提供装置等は、遊技店における集客力を高めるうえで極めて重要な役割を果たしている。

【0008】

【発明が解決しようとする課題】しかしながら、これらの従来技術を用いたとしても、会員に対して魅力ある情報提供サービスを実施できなければ、会員の付加価値が低下し、遊技店の顧客吸引力が低下する原因となる。

【0009】特に、かかる会員管理装置及び情報提供装置を導入する遊技店が増加した昨今では、競合店よりも価値ある情報を継続して提供できなければ、会員の減少を招くこととなる。

【0010】このため、短期ではなく継続的に価値ある情報をいかに会員に提供し、会員の付加価値を高めるかが極めて重要な課題となっている。

【0011】ところで、最近のパソコンの普及に伴って、WWW (World Wide Web)、電子メール (E-mail) 及びネットニュース (Netnews) を介して全世界から情

報収集できるインターネット（INTERNET）が脚光を浴びている。

【0012】特に、インターネットの根幹をなすコミュニケーションツールであるWWWを用いると、インターネット上のホームページを渡り歩くインターネットサーフィン等が行えるため、利用価値は極めて大きい。

【0013】このため、かかるインターネット接続サービスを遊技店の会員の付加価値と結びつけることができれば、継続的に価値ある情報を会員に提供し、もって会員の付加価値向上を図り得る。

【0014】そこで、本発明では、上記課題を解決し、インターネット接続サービスを遊技店の会員としての付加価値と結びつけることにより、遊技店の顧客吸引力を高めることができる顧客サービスシステムを提供することを目的とする。

【0015】

【課題を解決するための手段】上記目的を達成するため、第1の発明は、会員として登録された利用者の利用点数を各会員ごとに管理し、管理した利用点数に対応するサービスを各会員に提供する顧客サービスシステムにおいて、インターネットとの通信手段を有する端末装置と、前記端末装置からインターネット接続要求を受け付けた際に、該端末装置を操作する会員の利用点数に基づいてインターネット接続時間を算定し、算定したインターネット接続時間の間、前記端末装置をインターネットに接続する顧客管理装置とを具備することを特徴とする。

【0016】また、第2の発明は、前記顧客管理装置は、各会員の利用点数を会員ごとに記憶する記憶手段と、前記端末装置からのインターネット接続要求を受け付ける受付手段と、前記端末装置を操作する会員の利用点数を前記記憶手段から取り出し、取り出した利用点数に対応するインターネット接続時間を算定する算定手段と、前記算定手段が算定したインターネット接続時間の間、前記端末装置とインターネットとを接続する接続手段とを具備することを特徴とする。

【0017】また、第3の発明は、前記記憶手段は、前記会員の暗証番号及び利用点数を各会員の会員番号に対応づけて記憶することを特徴とする。

【0018】また、第4の発明は、前記端末装置は、会員の会員番号及び該会員が入力した暗証番号を送信してインターネット接続要求を行い、前記顧客管理装置は、前記受付手段が受け付けた会員番号及び前記暗証番号と前記記憶手段に記憶する会員番号及び暗証番号とを照合して、該インターネット接続要求の正当性を検証する検証手段をさらに具備することを特徴とする。

【0019】また、第5の発明は、前記端末装置は、前記会員の会員番号を有する会員カードを読み取るカードリーダーと、表示画面の選択操作及び暗証番号入力を行う操作手段と、前記操作手段による選択操作に対応する表

示を行う表示手段と、前記カードリーダーが読み取った会員番号と前記操作手段により入力された暗証番号とを送信してインターネット接続要求を行う接続要求手段と、前記インターネットと通信する通信手段とを具備し、前記会員が利用する店内に配置されることを特徴とする。

【0020】

【発明の実施の形態】以下、本発明の実施の形態について図面を参照して説明する。なお、本実施の形態では、本発明をパチンコ店における顧客サービスシステムに適用した場合について説明する。

【0021】図1は、第1の実施の形態で用いる顧客サービスシステムの全体構成及び会員管理装置10の細部構成を示す図である。

【0022】図1に示す顧客サービスシステムは、会員管理装置10を用いてパチンコ店の各会員の利用点数を保持しておき、会員が所有する端末装置15及び16又はパチンコ店内に設置した会員情報端末装置13からインターネット接続要求を受け付けた際に、該会員の利用点数に応じたインターネット接続サービスを提供するシステムである。

【0023】すなわち、この顧客サービスシステムでは、パチンコ店の利用度が高い会員に対してインターネットサーフィンという付加価値の高いサービスを提供することにより、集客力を高めるものである。

【0024】具体的には、まず最初に遊技者を会員として登録する際に、該遊技者に対して会員番号を有する会員カードと暗証番号を付与するとともに、該会員番号に対応する管理領域を会員管理装置10内に設け、該管理領域に暗証番号を登録する。

【0025】その後、この会員が遊技によって獲得したパチンコ玉を精算する際に、所定数のパチンコ玉を預け入れる操作を行ったならば、この貯玉数を該会員の会員番号に対応する管理領域に記憶する。すなわち、第1の実施の形態では、会員の貯玉数を該会員の利用点数としている。

【0026】そして、あらかじめプロバイダと契約したパチンコ店の会員管理装置10が、会員が保有する端末装置15及び16又はパチンコ店内に設置した会員情報端末装置13から会員番号及び暗証番号を受け付けたならば、該会員管理装置10は、これらの番号をあらかじめ登録した番号と照合して会員の正当性を検証する。

【0027】その結果、会員が正当であると判断したならば、該会員が預け入れた貯玉数からインターネットに接続できる時間（以下「接続可能時間」と言う。）を算定した後、端末装置15及び16又は会員情報端末装置13をインターネットに切り替え接続し、インターネットサービスを提供する。

【0028】そして、この会員がインターネットサーフィンの実行時間が接続可能時間を越えた時点でインターネットサービスを終了し、また該会員が接続可能時間内

でインターネットサーフィンを終了した場合には、該会員の貯玉からインターネット接続時間に対応する貯玉数を減算する。

【0029】すなわち、各会員にとっては、パチンコ店までの電話料金は必要であるものの、その後のコンピュータ使用料金がからず、またプロバイダと契約する必要もない。

【0030】このように、この顧客サービスシステムでは、パチンコ店の各会員に対してインターネット接続サービスを提供し、これにより会員の付加価値を高めている。

【0031】次に、上記顧客サービスシステムの構成について具体的に説明する。

【0032】図1に示すように、この顧客サービスシステムは、パチンコ店内に配置した会員管理装置10及び会員情報端末装置13を光ファイバケーブル110で接続するとともに、会員が自宅に保有する端末装置15及び16と上記会員管理装置10とを電話回線100で接続した構成となる。

【0033】また、このパチンコ店は、インターネットサービスを提供するプロバイダと契約して、該プロバイダからドメインの配当を受けているため、上記会員管理装置10は、該プロバイダのコンピュータ（以下単に「プロバイダ」と言う。）との間の電話回線120を確立することによりインターネットに加入できる。

【0034】なお、この電話回線120は、同時に多くの会員がインターネットにアクセスすることができるように、高速なパケット転送が可能なISDN回線を複数回線設けたものである。また、このISDN回線は、公衆回線又は専用線のいずれでも良く衛星回線とすることもできる。

【0035】ここで、上記会員管理装置10は、会員データの登録管理機能及び各会員に対するインターネット接続サービス提供機能等を有するサーバであり、具体的には、上記端末装置15及び16又は会員情報端末装置13を利用する会員に対してインターネット接続サービスを提供する。

【0036】また、会員情報端末装置13は、パチンコ店内に配置され、会員に対して各種情報を提供する端末装置であり、併せてインターネット端末として動作するための通信機能等を有する。なお、この会員情報端末装置13は、会員カードから会員情報を読み取るカードリーダーに接続されている。

【0037】このため、この会員情報端末装置13をインターネット用の端末装置として利用する場合には、カードリーダー14が会員カードから読み取った会員番号及び会員が図示しない入力部から入力した暗証番号を会員管理装置10に送信してインターネット接続要求を行うことになる。

【0038】また、端末装置15及び16は、会員が自

宅に保有するパソコンであり、インターネットに加入する際に必要となる通信機能を少なくとも保持している。

【0039】例えば、この端末装置15及び16が、インターネット上のWWWを探索する場合には、HTTPサーバからハイパーテキストデータを受信及び表示する際に必要となる通信モデム、WWWブラウザ、ディスプレイ、メモリ及びキーボード等が必要となる。

【0040】このように、この顧客サービスシステムでは、店内に設けた会員情報端末13又は各会員が所有する端末装置15及び16を利用する会員に対してインターネット接続サービスを提供できることとしている。

【0041】次に、上記会員管理装置10の細部構成を説明する。

【0042】図1に示すように、この会員管理装置10は、接続部10aと、正当性検証部10cを有する制御部10bと、会員データ管理部10dと、接続時間算定部10eとからなる。

【0043】接続部10aは、端末装置15又は16との間の電話回線100と、会員情報端末装置13との間に敷設した光ファイバケーブル110と、プロバイダ11との間の電話回線120とを収容し、各回線とのインターフェースを司る処理部である。

【0044】また、この接続部10aは、端末装置15又は16向けの電話回線100又は会員情報端末装置13向けの光ファイバケーブル110と、プロバイダ11向けの電話回線120とを、制御部10bの制御の下に接続又は切断する機能を有する。

【0045】制御部10bは、会員管理装置10全体を制御する制御部であり、具体的には、新規加入会員を登録する際の登録制御及び貯玉管理制御以外に、インターネット接続要求制御を行う。

【0046】具体的には、この制御部10bが、端末装置15及び16又は会員情報端末装置13からインターネット接続要求を受け付けた場合ならば、正当性検証部10cで会員の正当性を検証した後、接続時間算定部10eにより該会員の接続可能時間を算定し、該接続可能時間に基づいて接続部10aを切替制御する。

【0047】正当性検証部10cは、端末装置15及び16又は会員情報端末装置13が送信した会員番号及び暗証番号と、会員データ管理部10dが管理するデータとを照合し、これらの端末を操作する利用者の正当性を検証する処理部である。

【0048】会員データ管理部10dは、会員番号ごとに暗証番号及び貯玉数を管理する管理部である。

【0049】接続時間算定部10eは、会員データ管理部10dが管理する貯玉数から各会員がインターネットに接続できる接続可能時間を算出するとともに、各会員が実際にインターネット接続した時間に対応する貯玉数を算出する処理部である。

【0050】上記構成を有する会員管理装置10を用い

ることにより、会員の貯玉数に対応するインターネット接続サービスを各会員に提供することが可能となる。

【0051】次に、上記構成を有する会員管理装置10の処理手順について説明する。

【0052】図2は、図1に示す会員管理装置10の処理手順を示すフローチャートである。

【0053】図2に示すように、この会員管理装置10では、まず最初に端末装置15若しくは16又は会員情報端末装置13から会員番号及び暗証番号を受信したならば(ステップ201)、正当性検証部10cがこの会員番号及び暗証番号を会員データ管理部10dが管理するものと照合して正当性を検証し(ステップ202)、正当でないと判断した場合には、インターネットへのアクセスを拒否して(ステップ203~204)処理を終了する。

【0054】これに対して、インターネット接続要求を行った会員が正当であると判断した場合には、制御部10bは、該会員番号に対応する貯玉数を会員データ管理部10dから受け取り、接続時間算定部10eに出力する。

【0055】そして、この貯玉数を受け取った接続時間算定部10eは、この貯玉数に基づいて該会員がインターネットに接続できる時間を算定し(ステップ205)、算定結果を制御部10bに出力する。

【0056】そして、この算定結果を受け付けた制御部10bは、接続可能時間が所定時間以上あるか否かを確認し(ステップ206)、所定時間未満であればインターネットへのアクセスを拒否して(ステップ204)処理を終了する。

【0057】これに対して、接続可能時間が所定時間以上ある場合には、プロバイダ11との間の電話回線120を確立し、この電話回線120と電話回線100又は光ファイバケーブル110とを切替接続することにより、インターネット12と端末装置15若しくは16又は会員情報端末装置との接続を行う(ステップ207)。

【0058】そして、定期的に接続可能時間をチェックし(ステップ208)、接続可能時間が残存している場合には(ステップ209)、実際にインターネットを使用した時間を接続可能時間から減じる処理を繰り返す(ステップ210)。

【0059】その結果、接続可能時間が'0'になるか又は会員自身がインターネット接続を終了したならば(ステップ211)、インターネットへの接続を解除して(ステップ212)処理を終了する。

【0060】なお、接続可能時間が存在するにも係わらず会員自身が主導的にインターネット接続を終了した場合には、接続時間算出部10eにより残余の接続可能時間に対応する貯玉数を算定して会員データ管理部10dに再登録し、会員が接続可能時間を使い果たした場合に

は、会員データ管理部10dの貯玉数をクリアする。

【0061】上記一連の処理を行うことにより、会員の貯玉数に基づくインターネット接続サービスを会員に提供することが可能となる。

【0062】上述してきたように、第1の実施の形態では、各会員の貯玉数を会員番号にそれぞれ対応づけて会員データ管理部10dで管理しておき、会員が保有する端末装置15及び16又は店内に配置した会員情報端末装置13からインターネット接続要求を受け付けた際に、この会員の貯玉数に基づいて接続可能時間を算出し、この接続可能時間の間インターネット接続サービスを提供するよう構成したので、下記に示す効果が得られる。

【0063】1)各会員に対してインターネットサービスを簡易に提供することができる。

【0064】2)会員が獲得した景品の一種としてインターネットサービスを位置づけることができる。

【0065】3)会員が自宅に保持するパソコン等を用いてインターネットサービスを受けることができる。

【0066】4)店内に配置した会員情報端末装置13を用いることにより、パソコンを保有しない会員に対してインターネットサービスを提供することができる。

【0067】5)パチンコ店の会員としての付加価値を高めることができる。

【0068】6)他のパチンコ店との差別化を図り、もって集客力を高めることができる。

【0069】以上、第1の実施の形態について説明した。

【0070】ところで、上記第1の実施の形態では、会員の貯玉数に基づいて接続可能時間を算定することとしたが、会員の来店回数、消費金額及び勝敗額等の情報に基づいて接続可能時間を算定することもできる。

【0071】そこで次に、会員の来店回数、消費金額及び勝敗額等に基づいて接続可能時間を算定する第2の実施の形態について説明する。なお、かかる場合のシステム全体構成は第1の実施の形態と同様のものとなる。

【0072】図3は、第2の実施の形態で用いる会員管理装置30の構成を示す図である。

【0073】図3に示すように、第2の実施の形態で用いる会員管理装置30は、接続部10aと、制御部10bと、会員データ記憶部31と、接続時間算定部32と、条件ファイル33とからなる。なお、図1に示す会員管理装置10と同様の機能を有するものには同一の番号を付すこととしてその具体的な説明を省略する。

【0074】会員データ管理部31は、会員番号ごとに会員の暗証番号、貯玉数、来店回数、及び遊技時間等の会員に係わる多種多様なデータを管理する管理部である。

【0075】図4は、会員データ管理部31が管理する会員データの一例を示す図であり、同図に示すように、

会員番号40ごとに、暗証番号41、貯玉数42、来店回数43、遊技時間44、消費金額45及び勝敗額46が管理されている。

【0076】ここで、来店回数43は、一月あたりに会員が来店した回数であり、遊技時間44は、会員がパチンコ台を操作して遊技した時間である。また、消費金額45は、会員が実際に遊技に使用した金額であり、勝敗額46は、会員が獲得した金額と消費した金額の差額である。

【0077】例えば、実際に遊技によってパチンコ台に飲まれたパチンコ玉の数をXout、遊技によって獲得したパチンコ玉の数をXin、現金によって販売したパチンコ玉数をXsale、パチンコ玉の買い取り金額をY、消費金額をZとすると、勝敗額Mは、

$$M = (X_{in} - X_{out} + X_{sale}) \times Y - Z$$

の算定式から求められる。

【0078】ただし、この第2の実施の形態では、各パチンコ台自身が消費金額等を把握する機能と会員カードを受け付けるカードリーダを有し、会員が遊技を開始する前に会員カードをカードリーダに挿入することとする。

【0079】図3の説明に戻ると、接続時間算定部32は、条件ファイル33及び会員データ管理部31が管理するデータに基づいて各会員がインターネットに接続できる接続可能時間を算出する処理部である。

【0080】ここで、この条件ファイル33には、貯玉数、来店回数、遊技時間、消費金額及び勝敗額のうちのいずれのデータに基づいて接続時間を算定するかという種別情報と、かかる種別情報をいかなる割合で接続時間に割り当てるかを示す割当情報とがあらかじめ設定されている。

【0081】このため、かかる接続時間算定部33は、この条件ファイル33を参照して接続時間を算定する種別情報と割当情報を確認し、これらの情報に基づいて接続時間を算定する。

【0082】例えば、この種別情報が遊技時間であり、「1時間当たり1分」という割当情報が設定されており、会員の遊技時間が60時間である場合には、1時間の接続可能時間が算出される。

【0083】また、種別情報が消費金額であり、「1万円当たり1分」という割当情報が設定されており、会員の消費金額が10万円である場合には、10分間の接続可能時間が算出される。

【0084】さらに、種別情報が勝敗額であり、「1万円負ける毎に1分」という割当情報が設定されており、会員の勝敗額が-3万円である場合には、3分間の接続可能時間が算出される。

【0085】したがって、制御部10bは、この接続時間算定部32が算定した接続可能時間に基づいてインターネット接続制御を行うことになる。

【0086】なお、この条件ファイル33の内容は、インターネットの利用状況等を踏まえて適宜更新することが可能である。

【0087】上述してきたように、第2の実施の形態では、会員に関する各種データを会員データ管理部31で管理しておき、接続時間算定部32は、会員データ管理部31が管理するデータ及び条件ファイル33の内容に基づいて、接続時間を算定するよう構成したので、柔軟にインターネット接続サービスを提供することが可能となる。

【0088】なお、第1及び第2の実施の形態では、本発明をパチンコ店の顧客サービスシステムに適用する場合を示したが、本発明はこれに限定されるものではなく、ゲームセンターやボーリング場等の各種遊技店に適用することも可能である。

【0089】

【発明の効果】以上詳細に説明したように、本発明は、インターネットとの通信手段を有する端末装置からインターネット接続要求を受け付けた際に、該端末装置を操作する会員の利用点数に基づいてインターネット接続時間を算定し、算定したインターネット接続時間の間、端末装置をインターネットに接続するよう構成したので、以下に示す効果が得られる。

【0090】1) 各会員に対してインターネットサービスを簡易に提供することが可能となる。

【0091】2) 会員が獲得した景品の一種としてインターネットサービスを位置づけることが可能となる。

【0092】3) 会員が自宅に保持するパソコン等の端末装置を用いてインターネットサービスを受けることが可能となる。

【0093】4) パチンコ店の会員としての付加価値を高めることが可能となる。

【0094】5) 他のパチンコ店との差別化を図り、もって集客力を高めることが可能となる。

【0095】また、本発明は、端末装置が送信した会員番号及び暗証番号に基づいて、顧客管理装置が、該会員番号の正当性を検証するよう構成したので、インターネット接続サービスに係わる不正を防止することが可能となる。

【0096】また、本発明は、会員カードを読み取るカードリーダを有する店内に配置した端末装置を用いてインターネット接続サービスを行うことができるよう構成したので、パソコンを保有しない会員に対してインターネットサービスを提供することが可能となる。

【図面の簡単な説明】

【図1】第1の実施の形態で用いる顧客サービスシステムの全体構成及び会員管理装置の細部構成を示す図。

【図2】図1に示す会員管理装置の処理手順を示すフローチャート。

【図3】第2の実施の形態で用いる会員管理装置の構成

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を示す図。

【図4】図3に示す会員データ管理部が管理する会員データの一例を示す図。

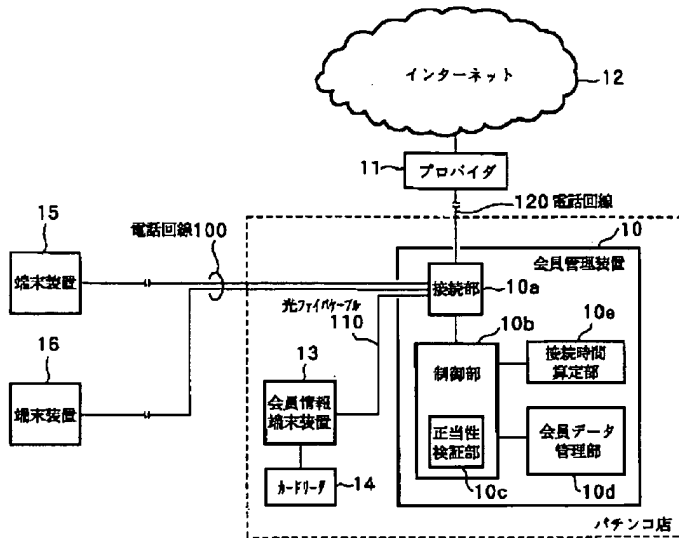
【符号の説明】

10…会員管理装置、10a…接続部、10b…制御部、10c…正当性検証部、10d…会員データ管

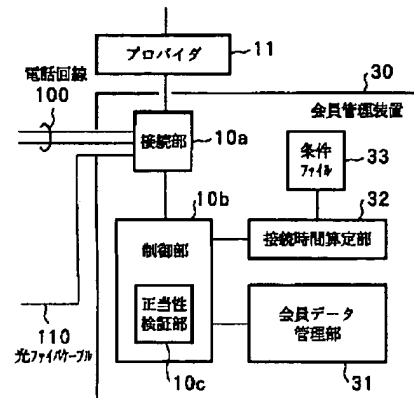
12

理部、10e…接続時間算定部、11…プロバイダ、12…インターネット、13…会員情報端末装置、14…カードリーダー、15、16…端末装置、100、120…電話回線、110…光ファイバケーブル、30…会員管理装置、31…会員データ管理部、32…接続時間算定部、33…条件ファイル

【図1】



【図3】



【図4】

40 会員番号	41 暗証番号	42 貯玉数	43 来店回数	44 遊技時間	45 消費金額	46 勝敗額
0001	××××	15000	10	35	50000	+5000
0002	××××	0	2	4	5000	-5000
0003	××××	5000	5	10	15000	-10000
⋮	⋮	⋮	⋮	⋮	⋮	⋮
9999	××××	30000	25	200	80000	+20000

【図2】

